

BUDGET ISSUE SUMMARY FORM

Budget Issue Title: Case Management for Seniors

Department: Parks and Recreation

1. Issue Summary (briefly describe the budget issue):

During the Public Hearing on December 13, 2005 regarding proposed Study Issues for 2006 several members of the public spoke requesting that City Council consider development of a Case Management program for Sunnyvale seniors. Case Management, also known as Care Management, assists seniors and their families in identifying care and service needs. This type of program arranges for and monitors the delivery of appropriate social and medical services, which may range from health and psychosocial assessments, care planning, service arrangements and care monitoring. It may also include arranging for Home Care that includes both short and long term care for nursing, therapy, medical assistance, nutrition, domestic service and more. One of the primary goals of Case Management is to link individuals with services to maintain their independence and continue to live in their home if it is safe to do so.

Contrary to the belief of some members of the public, Case/Care Management has never been a City service; however, at one time a service was offered by Sunnyvale Community Services (Sunnyvale Community Services). Council may recall a December 14, 2005, email from Nancy Tivol, Executive Director of SCS regarding this subject. The email explained why Sunnyvale Community Services stopped providing these services in May 2003 and the cost at that time to staff the program.

The program was eliminated by Sunnyvale Community Services primarily as a cost savings measure. In 2003 the Sunnyvale Community Services Board of Directors prioritized the agency's programs and services. While the case management program was considered beneficial for the 80 to 100 seniors served each year, this service was considered a lower priority than food distribution and financial assistance to families facing eviction, utility disconnections and untreated medical problems.

Sunnyvale Community Services provided 1,200 hours of case management in four categories:

1. Assessment
2. Care planning
3. Service arrangement
4. Monitoring of the senior client

The cost to Sunnyvale Community Services to provide case management was \$89,000 in FY2003/2004 for a qualified full-time employee, benefits and other costs associated with the position.

At the January 24, 2006, Council meeting, a member of the Advisory Council to the Council on Aging Silicon Valley, stated that the County of Santa Clara would be willing to provide \$20,000 to the City of Sunnyvale to offset a portion of the anticipated costs for providing a case management program for Sunnyvale seniors. The Advisory Council is an independent advocacy group and discussion items may not necessarily have approval of the Council on Aging Board. The offer of \$20,000 is something that will need to be confirmed with the Council on Aging.

Staff calculated a rough estimate of \$120,000 as the cost to provide the same level of case management service as previously provided by Sunnyvale Community Services. This estimate includes the base salary of a full-time position, benefits, office, computer and other associated costs for a new position.

The City could, if adequate funding is made available, provide this service; however there are several questions and issues Council may wish to consider before approving an increased service level:

- What is the true need for this service and are similar services already available to Sunnyvale seniors through other agencies?
- Can the County continue to provide the current level of case management services to seniors in Sunnyvale without the City's involvement?
- Could case management services be provided through other non-profit agencies with funding provide through the City's Outside Group Funding Program?
- Does the proposal best meet the need for case management services in this community?
- Is the proposed service in concert with the newly adopted policies and priorities identified in the Open Space and Recreation Sub Element? While the Sub-Element does not exclude the possibility of providing Case Management services, it does put an emphasis on the development and implementation of passive and active recreation and

enrichment programs as compared to the direct provision of social services.

- Is the Parks and Recreation Department the appropriate provider of case management services for seniors or are there other community-based agencies that might more efficiently and effectively provide these services?
- What is the cost / benefit analysis on this service?
- There is a \$650,000 fiscal imbalance in the Community Recreation Fund at this time. Does the provision of case management services take priority over existing recreation programs and activities? If so, which programs would be reduced or eliminated to support the new service level.
- With the growing older adult population and budget constraints in the Community Recreation Fund should the Recreation Division begin to directly provide health and social service programs such as case management for seniors?

2. Is the budget issue a: PROJECT _____ OPERATING XX

3. If the issue is operating, specify the change in service objective(s) that would result (from what, to what). If the issue is a project, write N/A.

This Budget Issue contemplates an entirely new service level in the Community Recreation Fund. Without studying the issue in detail and using Sunnyvale Community Services experience as a starting point, staff estimates a case management program for Sunnyvale seniors might serve 80 to 100 individuals and require a minimum of 1,200 staff hours for assessment, care planning, arranging services and monitoring. Additional hours would be required for supervision and administration of the program. At least one new staff position would be required; however, there may also be a need for increased clerical / front counter support at the Senior Center to handle phone contacts and schedule appointments. Staff currently estimates the cost to implement a case management program as described in this paper will be roughly \$120,000.

4. Note the issue's relationship to the appropriate general plan goal, policy, and/or action statement. (Briefly explain significant needs and expected benefits, noting possible outcome from postponement.)

Open Space and Recreation Sub-Element policies:

Programming

B.5: Develop and implement programs in order to meet developmental and social needs of specific targeted populations (e.g., youth, teens, seniors, disabled).

B.6: Leverage available resources by pursuing co-funded and/or cooperative agreements for provision and maintenance of programs, facilities, and services, in order to maximize benefits to the community. Partners may include, but are not limited to, school districts, non-profit groups, governmental agencies and businesses.

A study is the most effective way to determine the needs and expected benefits from pursuing a City implemented care/case management program for Sunnyvale seniors. Should Council decide to postpone consideration of this Budget Issue there are currently other organizations in the region providing similar services.

Care/Case Management offered by other Local Agencies

Staff conducted a brief survey to determine what care/case management services are offered in the surrounding region. Based on feedback from the agencies listed below it is apparent that services are provided at varying levels and with differing funding sources:

- Asian Americans for Community Involvement
- Avenidas Senior Care in Palo Alto
- Campbell Adult Center
- Community Service Agency of Mountain View and Los Altos
- Council on Aging Silicon Valley – Care Management
- Cupertino Senior Center
- Health Connections Case Management Services
- Indian Health Center of Santa Clara Valley
- Love in the Name of Christ (Love INC)
- OUTREACH/Senior Outreach
- Partners in Caring
- Peninsula Volunteers – Little House in Menlo Park
- Santa Clara Senior Center
- Seniors at Home – A Division of Jewish Family & Children's Services

The Sunnyvale Senior Center hosts a wide range of services for older adults including: advance health care directive, hearing evaluations, blood pressure screening, flu vaccines, podiatry services, health insurance counseling, homeowners and renters rebate program, tax preparation, notary services, employment services, and referrals for transportation services and BART tickets. At this time, the Senior Center does not provide in-home services as would be the situation with a case management program for seniors.

5. **Origin of issue:** Council XX (Councilmember Spitaleri) Staff _____
General Plan _____ **Outside Request** _____ **Board or Commission** _____
Arts _____ Bicycle Adv. _____ Bldg. Code Appeals _____
CCAB _____ Heritage Pres. _____ Library _____
H&HS _____ Parks & Rec. _____ Personnel _____
Planning _____

6. **Projected cost (list rough annual cost of budget item):**

Operating Issue \$ 120,000 (Annual Operating Costs)
Capital/Project \$ N/A (Project Cost)
\$ N/A (Associated Annual Operating Costs)

Cathy Merrill for David Lewis 1-26-06
Department Director **Date**

Robert Mulla for Al Khan 1-26-06
APPROVED BY CITY MANAGER **Date**